Critical Release Notice

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The content of this customer NTP supports the
SN06 (DMS) and ISN06 (TDM) software releases.

Bookmarks used in this NTP highlight the changes between the baseline NTP and the current release. The bookmarks provided are color-coded to identify release-specific content changes. NTP volumes that do not contain bookmarks indicate that the baseline NTP remains unchanged and is valid for the current release.

Bookmark Color Legend

Black: Applies to new or modified content for the baseline NTP that is valid through the current release.

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Blue: Applies to new or modified content for NA018 (SN05 DMS)/ISN05 (TDM) that is valid through the current release.

Green: Applies to new or modified content for SN06 (DMS)/ISN06 (TDM) that is valid through the current release.

Attention!
Adobe® Acrobat® Reader™ 5.0 is required to view bookmarks in color.

Publication History

March 2004

Standard release 01.04 for software release SN06 (DMS) and ISN06 (TDM).

Change of phone number from 1-800-684-2273 to 1-877-662-5669, Option 4 + 1.

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DMS-100 Family

North American DMS-100

Service priority classification description

BCS35 and up   Standard 01.03   August 1995

northern telecom

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DMS-100 Family

North American DMS-100

Service priority classification description

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August 1995

BCS35 and up Standard 01.03
Added supplemental priority codes E1, E2, S1, S2, and NS to Critical, Major, and Minor.

June 1995

BCS35 and up Standard 01.02
Priority definitions changed from E1, E2, S1, S2, and NS to Critical, Major, and Minor.

April 1993

BCS35 and up Standard 01.01 first release of this document

About this document

This document describes the Service Priority Classification System and appropriate levels of reaction to different types of DMS-100 system problems.

Introduction

General information

Northern Telecom offers points of contact through which its customers can pass problems encountered during the utilization of Northern Telecom's products. The primary point of contact is the sales representative. For problems that require more technical expertise than the sales representative can provide, assistance is provided by various technical assistance groups.

The Service Priority Classification is the guideline that Northern Telecom personnel use to determine the appropriate level of reaction and resolution required for operational problems reported by customers. The priority assigned to a problem is based on the direct or potential effect of the problem on service to the customer's subscribers.

Technical assistance telephone numbers

Northern Telecom's technical assistance groups can be contacted by telephone 24 hours per day. The telephone numbers for technical assistance are available from the sales representative or from customer service representatives.

Service policy

In general, the level of reaction to a given problem is dictated by the priority code that it is assigned. Northern Telecom is committed to initiate immediate action toward resolution of problems assigned critical priorities, as well as to determining reasonable time frames for the analysis of problems that have been assigned other priorities.

Northern Telecom reserves the right to exercise judgment on the necessary actions to take to solve reported or anticipated problems. This may result in actions different from those outlined in this Publication. When a deviation is necessary, the customer will be informed.

If a reported problem appears to be critical, and may be prevented or minimized in the short term through a specific maintenance action, Northern Telecom will distribute a Maintenance or Service Advisory outlining the necessary action to all affected customers.

The commitments described in this Publication do not constitute a contractual obligation upon Northern Telecom, but are generally in support of the terms and conditions of the sale of the system, and/or the system support agreement covering the system.

Service

Northern Telecom's service comprises all actions required to verify the existence of a problem and to ascertain the conditions under which the problem can be duplicated.

In response to a problem, the customer is provided with one of the following:

- update or revision
- temporary workaround
- statement indicating that the problem could not be verified and more data is necessary to prove the existence of a problem
- statement indicating that the problem is not of sufficient magnitude to warrant immediate correction, whereupon it will be corrected later. The operating company may request advance application of any required fix, for which charges will apply.
- statement indicating that the system operation meets design intent and that custom modification may be possible
- statement indicating that the problem will not be corrected

Service guidelines

Service objectives are related to the severity of a reported problem. It is Northern Telecom's policy to respond immediately to critical problems and to work to restore service to the pre-incident level in the shortest time possible. Northern Telecom also strives constantly to improve response time for non-service affecting problem resolution.

Service charges

Users may be billed, following the warranty period, for Northern Telecom's technical or maintenance assistance. Any service that represents an extension of the operating company's maintenance or administration of its system is deemed to be billable at the published rate. Examples of this type of service are:

- assistance in performing system data changes
- assistance in identifying faulty hardware or software for which standard maintenance fault-locating procedures exist
- analysis to determine the origins of a fault

Charges for services which are outside the normal maintenance or administration activities of the operating company, such as advance fix application, will be quoted upon request.

Service priority definitions and resolution objectives

Introduction

The following paragraphs describe the service priority levels, in descending order of importance. Each priority level is defined, the criteria used for the assignment of the priority level are identified, and the resolution (service) objectives for the different priority levels are indicated.

Priority Critical

Definition

Degradation and/or outage

Criteria

The Critical priority is assigned to a problem for any one or more of the following reasons:

- loss of service capability for more than 30 seconds
- any manual- or system-initiated restart (warm, cold, reload, or image reload) which causes a loss of service capability for a period in excess of 30 seconds
- services degraded for reasons such as:
  - all incoming, outgoing, and/or two-way trunks are lost
  - a 100% trunk group failure disrupting connections between any switching offices, where the disrupted traffic demand exceeds the alternate routing capability (for example, ISUP, PRI, PTS, etc.)
  - 10% or more of the total number of subscriber terminals/ports are out-of-service
  - 10% or more of the total number of trunks are out-of-service, where the disrupted traffic demand exceeds the alternate trunking traffic capability
  - 64 or more voice and/or data lines are out-of-service, where a line is defined as one subscriber terminal (for example, for ISDN, the sum total of *B* and *D* channels without service)

- continuously slow dial tone (8 second delay or greater)
- a link set/route set/point code/subsystem that denies access to network or local services (for example, E800, ACCS, etc.)
- failure of one-half of a duplicated switch pair (for example, STP pair)
- no billing data is being recorded (for example, MTD, DDU, DPP , etc.)

Resolution objective

Begin working on the problem immediately and continue working on the problem until switch operation is restored to the pre-incident status.

Priority Major

Definition

Conditions that seriously affect system operation, maintenance and administration and require immediate attention.

Criteria

Potential system degradation:

- loss of the duplex function for any equipment that is duplicated (e.g., CPU, CM, CMC, MS, LIM, XPM, IOC, NM, etc.)
- loss of the master clock or a network plane out-of-service
- 50% or more of the equipped magnetic tape units (MTU) or disk drive units (DDU) out-of-service
- loss of a cell site which is fully overlapped by adjacent cells
- more than 50% (but less than 100%) loss of hardware facilities in any area of the DMS that would not create a loss of service, but a degradation (limited) of service with no data loss through the node (e.g., slow dial tone)
- loss of all links within a single linkset
- loss of duplex recording of billing information
- inability to dump or initialize an office image
- inability to perform critical maintenance procedures

Other major conditions:

- software errors or hardware troubles that directly and continuously affect any subscriber’s service or the customer’s ability to collect revenue
- Central Control Complex (CCC) transient errors resulting in a loss of synchronization (more than twice per day)
- any peripheral module out-of-service

- inoperative internal data port of CMC communication link
- core equipment diagnostic failures (two or more per day)
- office alarm unit out-of-service
- peripheral circuit failures
- loss of more than 50% of the links within a linkset or linksets within a routeset not to exceed 99%
- other seriously disruptive conditions

Resolution objective

For potential system degradations, the objective is to begin working on the problem immediately and continue working on the problem until switch operation is restored to pre-incident status.

For other major conditions, the objective is to deliver a solution to the customer within 30 days.

Priority Minor

Definition

Conditions that do not significantly impair the functioning of the system and do not significantly affect service to customer.

Criteria

- service analysis, recorded announcement, operational measurements, maintenance program, or network management problems, or system-related documentation inaccuracies, which do not affect call processing or revenue collection capabilities
- software inconsistencies that do not seriously affect service
- test equipment failures for which a backup or manual alternative can be employed
- circuit pack testing problems
- repetitive CCC transient errors with no loss of synchronization, which cannot be corrected by resident skills
- requests to analyze a store dump of a single occurrence initialization
- any other condition not falling into the critical or major definition

Resolution objective

The objective is to deliver a solution to the customer within 180 days.

> ***Note:*** Market-specific preferences may dictate use of the following supplemental priority codes:
>
> **Critical: E1**
>
> **Major: E2, S1, S2**
>
> **Minor: NS**

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